

# NETWORK MANAGER REPORT

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AUGUST 2004

SUBMITTED BY Winn McInnis, General Manager

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## OVERVIEW

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### Operations

August was an exciting month for Alabama Interactive. Network growth proved the strength of Alabama's eGovernment initiatives setting a high standard for future performance. August also marked a strong beginning to the license renewal season. The Alabama Interactive team looks forward to continuing the momentum gained in August for the remainder of the year.

Highlights during the month were:

- The Alabama Real Estate Commission continues to report strong adoption numbers for its license renewal application. Early estimates for this year's renewal season, which wrapped up in August, place adoption around 69%.
- The Department of Revenue's Personalized Tag reservation service was successfully launched and has been met with great enthusiasm. Within the first 4 weeks of operation, the system successfully processed 151 tag reservations.
- The DCNR Hunt Outdoor Alabama application was unveiled at the annual Buck Masters Expo. The program has been met with great enthusiasm and DCNR looks forward to the opportunity to introduce more individuals to the outdoors.
- The Bartram Canoe Trail online campsite reservation service is scheduled to go live in September. During August, the application was reviewed and tested by the various outdoor groups that have been influential in the development of the canoe trail.
- The Home Builders Licensure Board's online initial license application experienced the highest usage number to date in August. The online system accounted for 66% of new license requests issued to the board.
- The Motor Pool online State car reservation application was launched in August and in its first month of operation the system has successfully processed 36 online vehicle reservations. The motor pool has expressed interest in making State vans also available through the system.
- Alabama Interactive has received the recommendation of Lt. Higginbotham at the Department of Public Safety to offer criminal histories online. Lt. Higginbotham has passed his recommendation along to the Major, Captain and the Colonel at DPS for approval.
- The Alabama Plumbers and Gas Fitters Examining Board has signed and returned their agency agreement for merchant services for their online renewals. This application is anticipated to be in production on October 1<sup>st</sup>.
- The Department of Public Safety has expressed interest in offering merchant services for license reinstatement. Merchant services will be provided in conjunction with the existing reinstatement application.

- The Department of Conservation and Natural Resources plans to offer a shopping cart of Outdoor Alabama products. They will begin testing an existing NIC application in September.
- The Alabama Board of Social Work Examiners has requested online license renewal. We have provided draft specifications and hope to have the service available at the beginning of 2005.

## **Marketing**

Alabama Interactive shared a booth with Outdoor Alabama during the annual Buck Masters Expo in Montgomery, August 20-22. During the three-day expo, we were able to meet with thousands of sportsmen and issue hunting licenses, promote Outdoor Alabama Magazine, talk about upcoming projects geared toward Alabama's hunters and fishermen as well as the many additional services available on alabama.gov. Overall, Alabama Interactive's online services for sportsmen were met with great enthusiasm.

The alabama.gov press release issued in late July was a featured article in Government Technology. We are very pleased with the attention this release has garnered for alabama.gov and the State of Alabama.

A press release for the Department of Revenue's Personalized Tag reservation service has been drafted and is in the approval process. We anticipate a release date in September.

Alabama was highlighted as part of an NIC advertorial in the Public CIO edition of Government Technology Magazine. The advertorial spoke highly of the relationship that NIC and Alabama have as well as the achievements that have taken place in conjunction with the Alabama eGovernment initiative.

We continue to pursue promotional opportunities with the Auburn University and University of Alabama sports marketing departments. Additional opportunities, such as Montgomery's Jubilee CityFest are also being explored. We believe that these venues will provide the most value and allow maximum exposure to our target audience.

## **Development**

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

The State's Motor Pool department has requested some additions to the reservation service. These enhancements will allow for the reservation of state vans.

Alabama Real Estate Commission's application allowing schools and instructors the ability to electronically file their roster information is being piloted. They expect full deployment in October, and will be expected to create efficiencies for the schools, instructors, and AREC.

The Department of Conservation and Natural Resources has requested an application that would give citizens the ability to reserve canoe trail camp sites online. This application is currently in user testing, awaiting completion of the related Web content.

The Department of Revenue has asked for an application that would give localities the ability to view their tax reports online. The Department would also like to embed charts into some of these reports. This application is in development.

The Alabama Department of Environmental Management has requested an application that will allow registration for classes online. Because of space constraints the application will also give notice to potential registrants if they would not be able to register online due to these limitations. This application is currently in agency testing.

Changes to the Department of Conservation and Natural Resources POS system continue. These changes will allow Marine Resources staff to sell commercial salt-water licenses. These requests are in development and are expected to be in production on October 1.

The Department of Industrial Relations has asked Alabama Interactive to assist them with taking payments online. To facilitate this request AI has been working with DIR, and their current application contractor to develop a communication scheme that would enable AI to process these payments and notify DIR of the successful transaction. This application is in agency testing.

The Alabama Board of Chiropractic Examiners has requested updates to the license renewal application to support the addition of an Inactive category for tracking chiropractors practicing out of state. The application modifications are currently in production.

The Alabama State Bar has requested updates to the license renewal application to facilitate the automated exchange of data between the application and the partner's data store. The modifications are currently in the technical design phase scheduled for production on September 8<sup>th</sup>.

The Home Builder Licensure Board has requested an application to automate processing of license renewals. This application is currently in development, and is expected to go to unit and integration testing in early September.

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## **PROJECT REPORT**

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### **COMPLETED!**

#### **Completed in 2002**

Alabama Board of Nursing	<ul style="list-style-type: none"><li>• Renewal of Registered Nursing License</li><li>• Reactivation of a Nursing License</li><li>• Reinstatement of a Nursing License</li></ul>
Alabama Department of Public Safety	<ul style="list-style-type: none"><li>• Electronic Access to Motor Vehicle Records</li></ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"><li>• Renewal of Real Estate Licenses</li><li>• Broker/Agent Certification</li></ul>

Alabama Secretary of State

- Merchant Services

### Completed in 2003

Alabama State Banking Dept.

- Renewal of Small-Loan and Mini-Code License
- Renewal of Pawn Broker License
- Renewal of Mortgage License

Alabama State Bar

- Membership Renewal

Alabama Board of Chiropractic  
Examiners

- Renewal of License
- Licensee Verification

Alabama Department of Conservation  
and Natural Resources

- Online Hunting and Fishing Licenses
- Hunting and Fishing Licenses/Point-of-Sale
- Probate Court Point of Sale Hunting and Fishing  
Licenses
- Oak Mountain Bow Hunt Registration
- Outdoor Alabama Subscription

Alabama Department of Finance,  
Office of the CIO

- Alabama State Portal

Alabama Department of Insurance

- Merchant Services
- Merchant Services for Provider Renewals

Alabama Board of Nursing

- License verification and disciplinary status-Subscriber
- Name and Address Change
- LPN Renewal

Alabama Real Estate Commission

- Instructor License Renewal

Alabama Department of Revenue

- Sales, Use and Lodging Tax Filings
- Refund Status for Individual Income Tax

Alabama Secretary of State

- UCC (Uniform Commercial Code) Filings

### Completed in 2004

Agency	Application	Description	Status
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.

Alabama Department of Conservation and Natural Resources	Hunt Outdoor Alabama	This application promotes mentoring among Alabama's outdoorsmen population.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	This application is complete; Agency has not launched.
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is complete and in production.
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.

Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This application is complete; Agency has not launched.

#### IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is in development	September 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	November 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online	This application is in development.	September 2004
Alabama Department of Industrial Relations	Merchant Services	This application will allow employers to pay quarterly filing fees.	This application is in testing.	September 2004

## IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in development.	September 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	October 2004
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This application is in development.	September 2004
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	October 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	January 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application will allow local governments to download their revenue reports via the Web.	This application is in development.	October 2004



Alabama Board of Social Work Examiners	License Renewal	This application will allow licensees to renew their licenses and pay the renewal fee.	This application is in pre-project planning phase.	January 2005
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## SERVICE REQUESTS

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### **Service Request #51**

Alabama Plumbers and Gas Fitters Board, Merchant Services

Alabama Interactive requests and recommends this service for the Alabama Plumbers and Gas Fitters Board is added to the network as a charge service. Alabama Plumbers and Gas Fitters Board, Merchant Services system is at no cost to the Alabama Plumbers and Gas Fitters Board.

### **Service Request #52**

Alabama Board of Social Work Examiners, License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Social Work Examiners is added to the network as a charge service. Alabama Board of Social Work Examiners, License Renewal system is at no cost to the Alabama Board of Social Work Examiners.

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## MONTH IN REVIEW

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### **August Financial Report (Alabama Interactive)**

Total August AI Network Transactions:	190,591
Average Successful Request per Day:	6,148
Total August alabama.gov "Visitors":	118,135
Total August alabama.gov "Page Views":	295,103
Total August alabama.gov "Chats" or "Offline Messages" from Live Help:	689

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive staff attended the annual NIC Marketing conference in early August. During this conference, many NIC portals expressed interested in the eGovernment solutions developed and successfully implemented in Alabama. The conference also provided an excellent opportunity for us to share ideas and knowledge with our counterparts in other NIC states. We look forward to the opportunity to use the knowledge gained at the conference to benefit and further Alabama's eGovernment initiative.

We hope to hire at least two new employees this year, including an applications developer and a customer service representative.

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## **OTHER BUSINESS/IN CLOSING**

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The month of August brought the rewards of several months of hard work, with the release of three new services. We also enjoyed the opportunity to learn more about the services offered in other NIC networks and share the successes realized in Alabama. With the beginning of the busy fall season upon us, we believe that the accomplishments realized in August are an indication of things to come.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis